

	Representative	Help Desk	Transport Pricing	Low cost IP Pricing	Packet Shaping	Technical support and advice	I2 SEGP	Network Neb Website Services
Scott Jones	K-12	Core	Core	Core	Core	Advanced	Advanced	Advanced
Bob Uhing	K-12	Advanced	Core	Core	Advanced	Core	Advanced	Core
Kirk Langer	K-12	Core	Core	Core	Advanced	Advanced	Advanced	Core
John Stritt	K-12	Core	Core	Core	Core	Core	Core	Core
Mike Ruhrdanz	Post-Secondary	Advanced	Core	Core	Advanced	Core	Advanced	Advanced
Charles Osteen	Post-Secondary	Core	Core	Core	Core	Core	Advanced	Core
Gene Beardslee	Post-Secondary	Core	Core	Core	Core	Advanced	Core	Advanced
Dennis Linster	Post-Secondary	Advanced	Core	Core	Advanced	Core	Advanced	Advanced
Deb Schroeder	Post-Secondary	Advanced	Core	Core	Advanced	Core	Advanced	Advanced
Gary Monter	K-12	Core	Core	Advanced	Core	Core	6Core	Core
Mike Danahy	K-12							
Betty Getzfred	K-12							
Dan Hoelsing	K-12							
1Tip O'Neill	Post-Secondary							
Ken Clipperton	Post-Secondary							
Lyle Neal	Post-Secondary	7Core	Core	Core	8Advanced	9Core	Advanced	Advanced
Tom Rolfes	Staff	Core	Core	?	Core/Adv	Core	Core/Adv	Core
SuAnn Witt	Staff							
Walter Weir	CAP Liasons							
Rick Golden	CAP Liasons	2Core	Core	Core	Advanced	3Core/Adv	4Core	5Advanced
Michael Winkle	CAP Liasons							
Stacey Decker	CAP Liasons							
Brenda Decker	CAP Liasons							
Comments:								
	1Didn't feel qualified to submit a legitimate response. (Tip Oneill)							
	2Currently have 24 hour help desk with Level I support (Rick Golden)							
	3Ben M and other additional support time including OCIO and UNCSN networking staff. (Rick Golden)							
	4Go either way with I2 but if we were using it to its fullest extent it would be core. (Rick Golden)							
	5Consider an advanced service but it is critical to dissemination of information. (Rick Golden)							
	6Not now but will become so. (Gary Monter)							
	7More important for schools using VC. Not as important for us. (Lyle Neal)							
	8Service should be at a cost to the user. (Lyle Neal)							
	9Maybe allotted amount per month with hourly rate charge above base time. (Lyle Neal)							
	10)Tom shared several informational comments on items. Added what about Network Management as a service?							